

Compliance Office

Department Overview

The Compliance Department was created in November 2003, and promotes the health, safety, and welfare of Gallatin County residents through the administration and enforcement of Gallatin County Codes. The Department supports the Planning, Road and Bridge, and Environmental Health Departments, the Attorney's Office, and Park Commission.

In FY 06, the Code Compliance Specialist developed revised enforcement procedures for floodplain violations, provided enforcement language for new zoning districts, continued to work with residents at Hebgen Lake Estates (West Yellowstone) to comply with a DEQ order on a water quality violation, established an enforcement process for the MT Clean Indoor Air Act, provided compliance information to the public, and continued to investigate complaints and achieve compliance on violations.

The Compliance Department is committed to the needs of the county with respect to all areas that are currently under its purview. The Code Compliance Specialist expanded her scope in FY 2006 to include enforcement of the MT Clean Indoor Air Act in conjunction with the Health Department, and was also appointed a Park Warden to enforce rules and regulations in County parks.

- Provide enforcement support to other county departments.
 - Short-Term goal to develop comprehensive enforcement programs for the enforcement areas mentioned previously.
 - Long-Term goal to expand scope and mission, and develop enforcement programs as needed.
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Recent Accomplishments

- Enforcement of
 - Zoning regulations;
 - Subdivision Regulations;
 - Gallatin County Floodplain ordinance;
 - Community Decay Ordinance
 - Road Encroachments;
 - Gallatin City-County Waste Water Regulations.
 - MT Clean Indoor Air Act
- Maintained a minimum 50% closure rate on violations.

Department Goals

- Consistently administer countywide enforcement.
- Create incentive for compliance.
- Increase efficiency by improving communication and coordination between departments and agencies.
- Provide information to the public that promotes compliance with County regulations and ordinances.
- Maintain and develop skills necessary to effectively enforce County laws, regulations and ordinances.

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Department Budget

Object of Expenditure	Actual FY 2005	Final FY 2006	Actual FY 2006	Request FY 2007	Preliminary FY 2007	Final FY 2007
Personnel	\$ 46,161	\$ 53,400	52,256	60,018	64,272	63,137
Operations	6,196	16,904	10,613	12,777	12,339	12,339
Debt Service	-	-	-	-	-	-
Capital Outlay	-	-	-	1,500	-	-
Transfers Out	-	-	-	-	-	-
Total	\$ 52,357	\$ 70,304	\$ 62,869	\$ 74,295	\$ 76,611	\$ 75,476

Budget by Fund Group

General Fund	\$ 52,357	\$ 70,304	\$ 59,318	\$ 74,295	\$ 76,611	\$ 75,476
Special Revenue Funds	-	-	-	-	-	-
Debt Service Funds	-	-	-	-	-	-
Capital Project Funds	-	-	-	-	-	-
Enterprise Funds	-	-	-	-	-	-
Internal Service Funds	-	-	-	-	-	-
Trust & Agency Funds	-	-	-	-	-	-
Total	\$ 52,357	\$ 70,304	\$ 59,318	\$ 74,295	\$ 76,611	\$ 75,476

Funding Sources

Tax Revenues	\$ 25,091	\$ 24,284	\$ 24,527	\$ 25,663	\$ 26,463	\$ 26,071
Non-Tax Revenues	28,511	22,525	23,201	23,804	24,546	24,546
Cash Reappropriated	(1,245)	23,495	11,590	24,829	25,603	24,860
Total	\$ 52,357	\$ 70,304	\$ 59,318	\$ 74,295	\$ 76,611	\$ 75,476

Department Personnel

Personnel Summary

No	FT/PT	Title	FTE
1	Full-Time	Compliance Specialist	0.90
1	Full-Time	Receptionist	0.25
Total Program FTE			1.15

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2007 Budget Highlights

Personnel

- Code Compliance Specialist voluntarily reduced hours to 36 hours per week to support Commission initiative to reduce expenses. Receptionist position shared with Court Services

Operations

- The decrease in budget is based on historical expenses for the department.

Capital

- Capital Outlay not funded.

County Commission Goals/Department Response

The County Commission established a set of overarching goals for the county government. Listed below are the County Commission's goals, followed by the methods by which the Compliance Department is striving to fulfill those goals.

Exceptional Customer Service

- Advise property owners and the public on compliance with appropriate regulations.
- Develop and maintain website to provide compliance information to the public.
- Develop and maintain database to record and track alleged violations.
- Inspect property for compliance with County regulations, and monitor sites to ensure compliance by established deadlines.
- Speaks and writes clearly so that the appropriate information is conveyed in an effective manner.
- Reports and recommendations are timely, technically sound, and in accordance with current laws and policies. Project files contain information necessary to support administrative actions and/or litigation.

Be Model for Excellence in Government

- Defines short and long term goals and objectives, and makes provisions for their achievement.
- Manages assignments and prioritizes work effectively, and completes work with minimal supervision.
- Stays within budget.
- Participates in training courses to advance knowledge, skills, and abilities.

Improve Communications

- Speaks and writes clearly so that the information is conveyed in an effective manner.
- Communicates honestly and openly. Creates an environment that promotes the active sharing of information and ideas.
- Works as a team to accomplish goals and objectives. Shares knowledge, expertise, information, and credit.
- Responsive to feedback from customers and peers to improve personal and organizational effectiveness. Provides feedback to others in a useful, constructive manner.

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WORKLOAD INDICATORS/PERFORMANCE MEASURERS

Workload Indicators

Indicator	Actual 2004	Actual 2005	Actual 2006	Projected 2007
1 . Public phone calls / walk-ins (beginning June 2004)	350	500	800	1,500
2 . Monthly reports (beginning June 2004)	monthly	bi-monthly	bi-monthly	monthly
3 . Violations database updated weekly.	weekly	bi-weekly	bi-weekly	monthly
4 . Investigations / Work products on time.	95%	85%	80%	80%
5 . Maintain 50% closure rate in violations database.	67%	73%	65%	65%
6 . # of inspections	85	91	125	300
7 . # of letters written to alleged violators.	55	51	80	125
8 . # violations	46	31	50	75
9 . Avg. # violations per month	3.8	3.9	4.2	6.0

Performance Measures

Measure	Actual 2004	Actual 2005	Actual 2006	Projected 2007
1 . Respond to 95% of public inquiries within 3 business days.	95%	93%	90%	85%
2 . Provide monthly Compliance reports.	monthly	monthly	monthly	monthly
3 . Update violations database weekly.	weekly	weekly	monthly	monthly
4 . Work products completed on time.	99%	99%	90%	85%
5 . Maintain a minimum 50% closure rate in violations database.	96%	73%	60%	60%
6 . Conduct investigations within 10 bus. days of complaint/deadline.	95%	90%	85%	80%
7 . Contact alleged violators within 5 bus. days of investigation.	95%	90%	85%	80%

Commentary

Numbers reflect actual year data, not fiscal years. Some numbers are approximate. The Compliance Officer was on extended leave for approximately 4 months in 2005. FY 2007 Numbers are projected based on current workload and adding routine county park inspections. The Volume of calls has increased from approximately 30 per month in 2004 to 52 per month in 2005, to 95 per month in 2006. The Office spends a lot of time answering calls, which reduces its ability to investigate and respond to cases in a timely manner. The .25 FTE for a shared receptionist will enable me to complete investigations in a timely manner. In addition, Court Services currently responds to my walk in customers when I am away from my office.